

CITY OF HAYWARD

COMMUNICATIONS OPERATOR

DEFINITION

To operate a computer aided dispatch system receiving calls and dispatching police, fire or other City services.

DISTINGUISHING CHARACTERISTICS

Communications Operators are expected to independently perform the full range of duties assigned. This class is distinguished from the Senior Communications Operator in that the latter provides technical and functional supervision over assigned communication personnel.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Senior Communications Operator. May receive supervision from the on duty watch commander in the absence of communications supervisors.

IMPORTANT AND ESSENTIAL DUTIES

1. Receives emergency and non-emergency calls from the public, private companies and other jurisdictions.
2. Dispatch police and fire personnel or other City services in response to such calls.
3. Relays emergency and non emergency information to public safety personnel in the field.
4. Relays information to other agencies as required.
5. Monitors multiple frequencies.
6. Maintains accurate record of location and status of public safety units.
7. Operates a manual dispatch system when necessary.
8. Assists in relaying information during response to natural disasters.

OTHER JOB RELATED DUTIES

1. Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- A. English usage, including comprehension and grammar.

Ability to:

- B. Read and comprehend information and instructions.
- C. Learn to operate manual and computer aided radio and telephone equipment in dispatching public safety equipment and personnel.
- D. Perform several job tasks effectively under pressure for sustained periods of time.
- E. Memorize and retain information from a variety of sources.
- F. Interpret information from distraught, incoherent or angry callers and relay critical facts to appropriate emergency or nonemergency personnel.
- G. Assign priorities both to incoming calls and to the dispatch of calls for service.
- H. Speak clearly and concisely via radio, telephone and in person.
- I. Respond to requests for emergency and nonemergency services in a professional and courteous manner.
- J. Type accurately at a speed of 35 words per minute.
- K. Work various shifts, including day, swing and graveyard as well as weekends and holidays.
- L. Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination equivalent to experience and training that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Heavy public contact experience while performing multiple tasks simultaneously. Public safety dispatch experience is desirable.

Training: Equivalent to the completion of the twelfth grade.

Special Requirements

Essential duties require the following physical abilities and work environment:

Flexibility of work hours and overtime; stamina for sedentary console operation and dispatching; ability to reach for computer printers, telephones, and radio equipment; dexterity to operate computer keyboards; answer phones; hear tones, signals and radio and phone traffic; read computer screens; and remain calm in emergency situations.

PROBATIONARY PERIOD: Two years

0165CS92

October 1970

Revised March 1997

AAP GROUP: 10

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt